

**POSITION DESCRIPTION**

<b>Position:</b>	<b>Receptionist and Administration Officer</b>
<b>Hours:</b>	38 hours per week
<b>Salary:</b>	SCHADS Award Grade 3 Level 1-4 Full Time Base Salary \$57,120.44 to \$61,292.40 per annum
<b>Terms of engagement:</b>	Permanent Full Time
<b>Location:</b>	Lismore
<b>Responsible to:</b>	Office Coordinator
<b>Qualifications and Skills:</b>	Higher School Certificate Business Administration Certificate III
<b>Licences:</b>	Working with Children Check C Class Drivers Licence Criminal History Check
<b>Vision:</b>	<i>Inspiring People to Thrive.</i>

**Benefits:**

- CASPA actively supports staff to have a healthy work life balance
- Free gym membership to support your wellbeing as well as a fully established team of therapists and clinicians for your personal wellbeing support
- Access to internal and external training opportunities and workplace mentoring including you own team clinical supervision sessions every month.
- Great professional development opportunities for those who want career progression
- An Employee Assistance Program, a free and confidential counselling service
- An excellent end of year celebration to reward all carers and staff for their dedication and commitment to the role. Additionally, we promote team work and have a social approach to our work with lots of opportunities for connecting with each other for support.
- As a not-for-profit organisation, our employees are able to take advantage of salary packaging to receive up to \$15,900 of their salary tax-free, as well as additional meal and entertainment benefits

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**Key Responsibilities:**

- Answer telephone calls and distribute enquiries effectively between staff and relevant stakeholders
- Administrative duties and high level presentation of CASPA's reception and administration offices
- Mail collection and maintain mail register
- Kitchen duties including clean up and supplies
- First aid supplies for all kits located in the offices Keen Street and Molesworth Street
- Assist with electronic booking systems, catering and set up for the conference rooms and IT equipment in the Lismore offices
- Assist in the procurement of office stationary requirements
- Document creation using Microsoft Office Suite and Nitro Pro
- Assist in event coordination/organisation
- File audits and records management
- Meet administration, report writing and compliance responsibilities
- Contribute to a proactive and positive team culture
- WHS responsibilities

**DUTY STATEMENT**

**Position:** Receptionist and Administration Officer

*Your main duties will be:*

**Reception duties and tasks**

- Operation of Lismore's reception and office phone systems as needed.
- Ensure CASPA's Lismore office is presented in a clean, professional and organised way and that notice boards are updated, sign in registers are maintained and facilities are appropriately kept.
- Procurement of required stationary and catering supplies.
- Ensure CASPA's administration policies and procedures are adhered to.
- Work with the business to implement relevant CASPA administrative, business and finance processes consistently.

**Provide administration support for CASPA**

- General administration duties including filing, photocopying, collation and distribution of paperwork and forms, maintaining databases, contact lists and file maintenance
- Maintain the electronic systems for room, resources and car hire and ensure relevant forms and logs are provided
- Ensure petty cash and card reconciliations are completed in accordance with CASPA's procedures
- Assist in the coordination of meetings and functions, including attendance and recording of minutes, in a professional, accurate, confidential and timely manner
- Maintain documents for the staff teams within M Files

### **Administration, report writing and compliance responsibilities**

- Complete all documentation and communications in an accurate, professional and timely manner meeting legislative requirements and CASPA's expectations.
- Comply with CASPA's organisational policies and procedures.
- Microsoft Word, PowerPoint, Outlook and Excel programs to be utilised for daily administrative tasks.

### **Contribute to a positive team culture**

- Attend and positively participate in team meetings, group supervision and training.
- Take responsibility for giving and receiving feedback within the team setting.
- Uphold team decisions.
- Use appropriate forums to discuss differences in work practices.
- Utilise team peers to ensure best practice in client service provision.
- Relate to other services in a professional manner and work collaboratively in the interests of young people.

### **WHS responsibilities**

- Understand, comply and observe the principles of the WHS Act.
- Observe safe work practices.
- Report hazards and incidents.
- Work cooperatively with all staff to maintain a safe and secure environment.

*Other duties as required by the organisation*

### **Selection Criteria**

- Tertiary qualification in Business Administration or 2 year minimum relevant industry experience
- Proven experience in data entry records maintenance, and Microsoft suite of products
- High level presentation and communication skills
- Enthusiastic with the ability to work as part of a multi-faceted team
- Ability to work within a busy, reception area and prioritise tasks
- Previously worked in a child protection or foster care setting or trauma based care agency would be highly regarded.

*Working with Checks and Prohibited Employment Declarations and a Class C drivers licence are requirements for all child related employment.*